

# Cardholder's Billing Dispute Item(s) Form

Card Number: \_\_\_\_\_

Name of Cardholder: \_\_\_\_\_

Contact Number(s): \_\_\_\_\_

Item(s) No	Transaction Date	Name of merchant	Transaction amount in BND	Transaction amount in origin currency

- Please block my above-mentioned card upon receiving this form. (applicable only when there has been a fraudulent or unauthorized transaction)
- I would like a replacement for card.

I wish to dispute the above transaction(s) due to the following reason(s):-

- I did not sign, participate or authorize anyone including my supplementary(s) cardholders to engage in the aforesaid transaction(s).
- I have authorized and/or signed for the above transaction. However, to my knowledge, the transaction was cancelled or unsuccessful and my card was debited for the amount. (Please provide documents, proof of cancellation and/or unsuccessful transactions).
- I am disputing an overseas transaction as I was not in that specific country on the date of transaction. (Please provide copies of all pages of passport with chops/stamps on it).
- I have authorized and/or signed for the above transaction. However, the name of the company on the card statement is different from the name of the company known to me.
- I am disputing the above internet transaction(s) which neither I nor any of my supplementary(s) cardholders have signed, participated or authorised. I confirm that I have not made any internet transactions with the merchant in the past 3 months.
- Payment of the merchandise(s)/ service(s) was/were paid by other means: -
  - Cash (Please provide cash receipt)
  - Cheque (Please provide Cheque details)
  - Other Card(Please provide the card number & receipt or statement)
- The merchant has issued me a CREDIT TRANSACTION RECEIPT. I have yet to receive the refund although 30 days had passed. (Please provide Credit transaction receipt)
- (Please provide copy of transaction slip for the authorised amount)I have only transacted and authorised ONE transaction at the above merchant location. I confirm that card was in my possession at the time of transaction. However, I was charged more than once for the \* same / different amount(s).
- I have not received the merchandise ordered. (The expected date of delivery was \_\_\_\_\_)
- I have cancelled the hotel reservation on \_\_\_\_\_with the cancellation code reference number \_\_\_\_\_. I was charged a "no-show" charge.
- Others, please provide your explanation:-

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**I confirm that the above information is/are correct. I am also aware that if the retrieved document(s) is found to be genuine or authorised by my agent or myself, a \$10.00 will be charged for dispute handling fee.**

\_\_\_\_\_  
 Basic Cardholder Signature

\_\_\_\_\_  
 Supplementary Cardholder Signature  
 (For Credit Card only)

\_\_\_\_\_  
 Supplementary Cardholder Signature  
 (For Credit Card only)

Date: \_\_\_\_\_

\* Please delete as appropriate.

**Please return the completed form and supporting document(s) to any of our branches or email [scb.brunei@sc.com](mailto:scb.brunei@sc.com).**

Received by \_\_\_\_\_  
 (Branch/Client Care Centre)

Date Received \_\_\_\_\_